

## St George's Park Retirement Village

### Complaints Procedure: Care Matters

We aim to resolve complaints quickly, effectively and wherever possible, to your satisfaction. If you feel dissatisfied with a particular service, or the way you have been treated by us, you may complain using the process outlined below. We will not treat you any differently if you make a complaint.

If your complaint relates to **housing**, please see our separate procedure for housing matters. A copy is available from the concierge.

#### **How to complain**

We have two simple stages in our complaints procedure to make sure that matters are dealt with quickly.

#### **Stage one – Contact the Care Leader**

In the first instance, please contact the Care Leader in person, or by phone, e-mail or letter, or complete a Complaint Record form. If you make a verbal complaint, we will note down the details and ask you to confirm that they are correct and then treat the complaint like any written complaint.

Please provide as much information as possible and let us know if there are any specific actions that you would like us to take. The Care Leader will aim to respond to you within 10 working days. If we need more time to investigate your complaint, we will agree a new deadline with you.

#### **Stage two – Review by the Chief Executive Officer and Care & Development Manager**

If you are not satisfied with our initial response, please let us know as soon as possible and we will escalate your complaint to a review panel comprising the Chief Executive Officer and the Care & Development Manager. You do not need to attend the panel meeting but will be welcome to do so if you wish, and to be accompanied. The panel are to be present. Our final decision on your complaint will be provided within 20 calendar days of the panel's meeting.

We will cooperate in the same way with an intermediary acting on your behalf. We will provide a final decision in writing within 30 calendar days of receiving a written complaint, unless we have previously agreed a later deadline.

If you have been through our complaints procedure and are not satisfied with our final decision, or we fail to provide that decision by the relevant deadline, you may refer your complaint to The Local Government and Social Care Ombudsman.

As an 'ARCO Approved Operator', we seek at all times to comply with the ARCO Consumer Code (see [www.arcouk.org](http://www.arcouk.org)). ARCO itself does not have a complaint handling function but has nominated The Property Ombudsman as its Alternative Dispute Resolution (ADR) provider. Where we are unable to resolve satisfactorily any complaint from you about compliance with the ARCO Consumer Code, you may refer this to The Property Ombudsman. You should normally make any referral within 12 months of receiving our final decision, to facilitate the Ombudsman's investigation.

We will co-operate fully with the relevant Ombudsman Service during any investigation and comply fully with the resulting decision, which will be binding on us.

### **Care Leader**

St George's - Augustinian Care, Domiciliary Care, , St. George's Park, Ditchling Road, Burgess Hill  
RH15 0UT

Tel: 01444 259719

Email: [banderson@anh.org.uk](mailto:banderson@anh.org.uk)

### **Local Government Ombudsman (for care matters)**

PO Box 4771, Coventry CV4 0EH.

Tel: 0300 0614 0614.

Web: [www.lgo.org.uk](http://www.lgo.org.uk).

### **The Property Ombudsman (for matters relating to compliance with the ARCO Consumer Code)**

Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

Tel: 01722 333306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Web: [www.tpos.co.uk](http://www.tpos.co.uk)

The Ombudsmen may recommend a solution to your problem, which could include an offer to mediate, arbitrate or recommend that, we:

- formally apologise to you
- compensate you
- stop doing what you complained about
- reject your complaint

### **Other people to contact**

In relation to care, you may also provide the Care Quality Commission (CQC) with any feedback. The CQC does not investigate complaints (unless they are specifically about the use of the Mental Health Act) but it uses feedback about care in general to inform its inspection programme.

Care Quality Commission

Citygate, Gallowgate, Newcastle upon Tyne NE1 5PA Tel:

03000 616161

Web: [www.cqc.org.uk](http://www.cqc.org.uk)

A Citizens' Advice Bureau, solicitor, advice centre, local Councillor or Member of Parliament may be willing to help you make a formal complaint (solicitors normally charge you for their services).

### **Discrimination**

If you feel that St George's – Augustinian Care has subjected you to any act of discrimination on the grounds of race gender or indeed any other grounds, you have the right to claim against us in a County Court. You must register your complaint at the County Court.

22 February 2025